

REPORT OF THE OMBUDSMAN OF THE CLIENTS OF E-REDES CONCERNING THE YEAR OF 2022

Author: Luís Valadares Tavares*

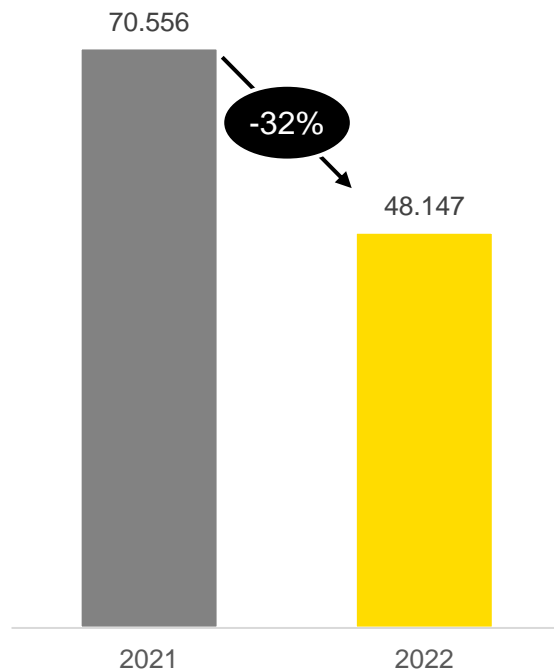
Having received the contributions of Miguel Gordinho, Pedro Samuel Gama and Luís Miguel Fernandes of E-REDES

1. E-REDES' COMPLAINTS

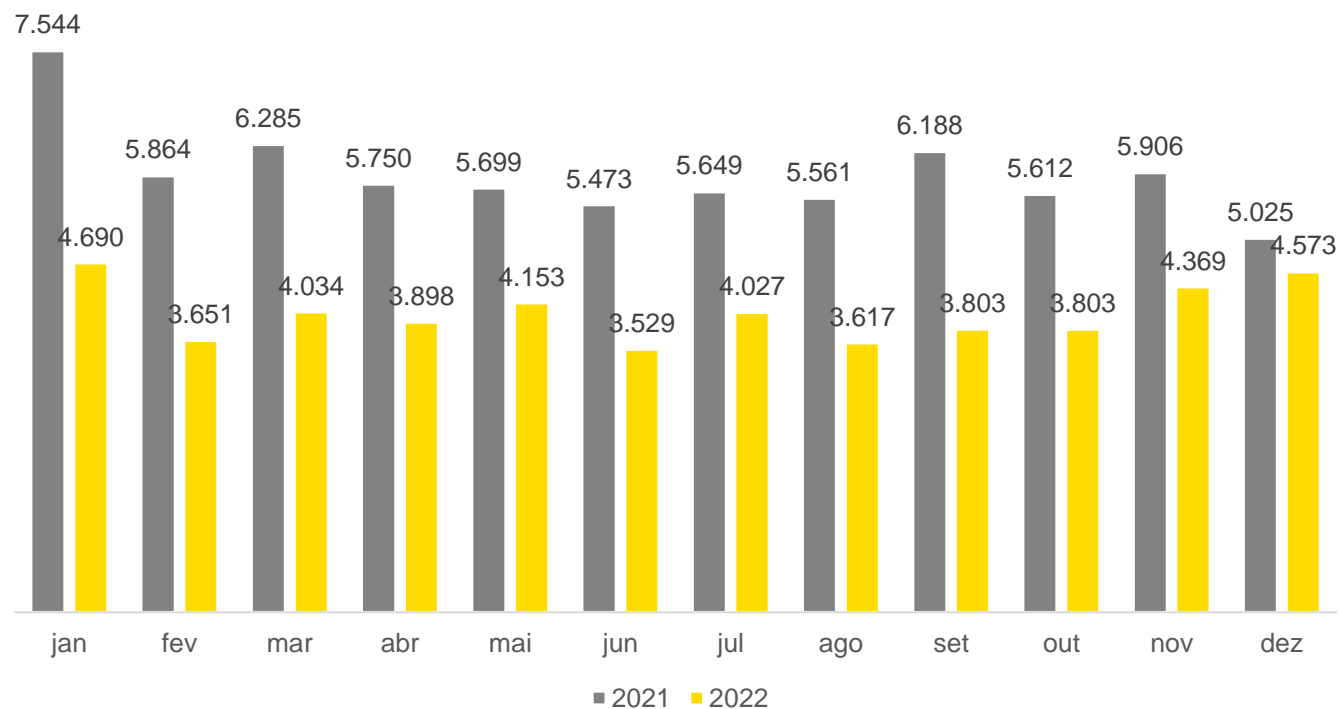


EVOLUTION OF E-REDES COMPLAINTS

COMPLAINTS PER YEAR

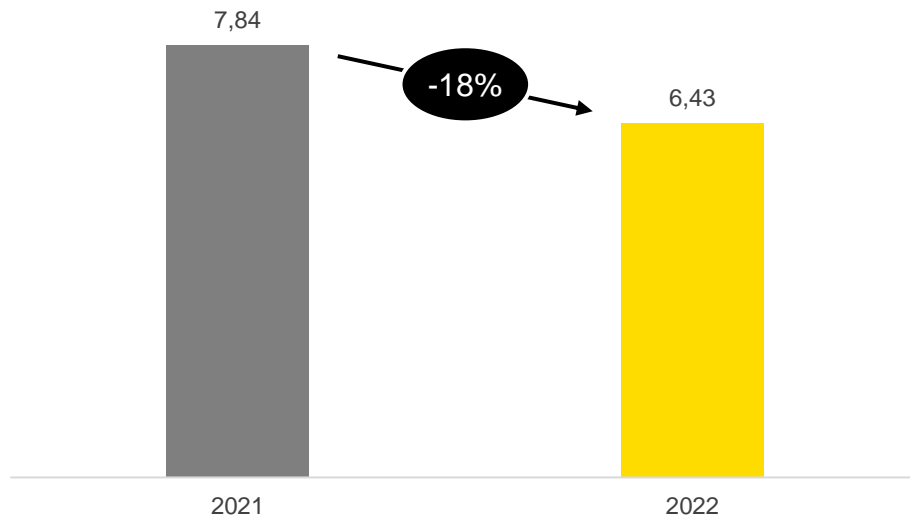


COMPLAINTS PER MONTH

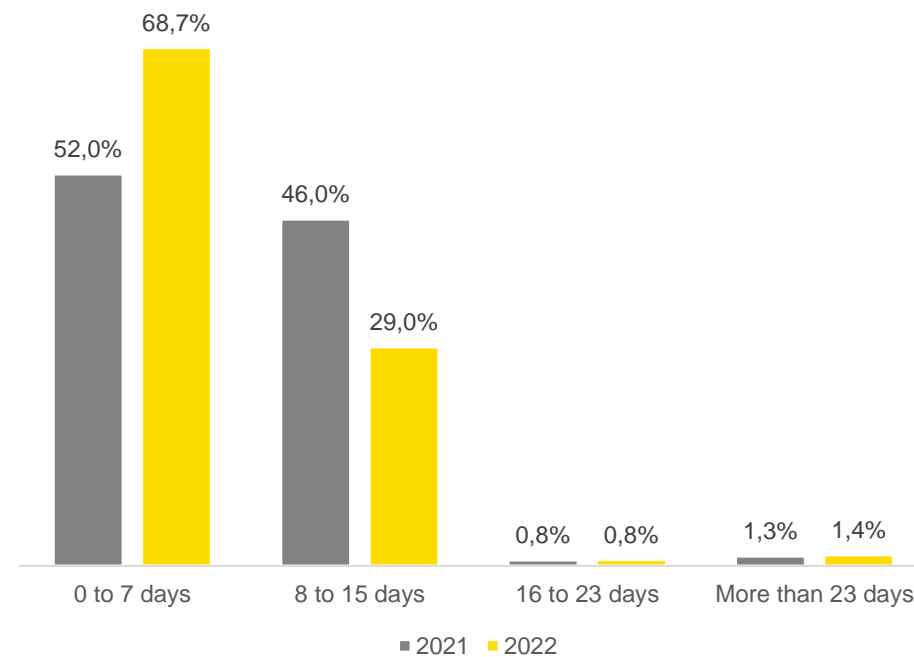


IN AVERAGE, A COMPLAINT IS ANSWERED IN 6,4 DAYS

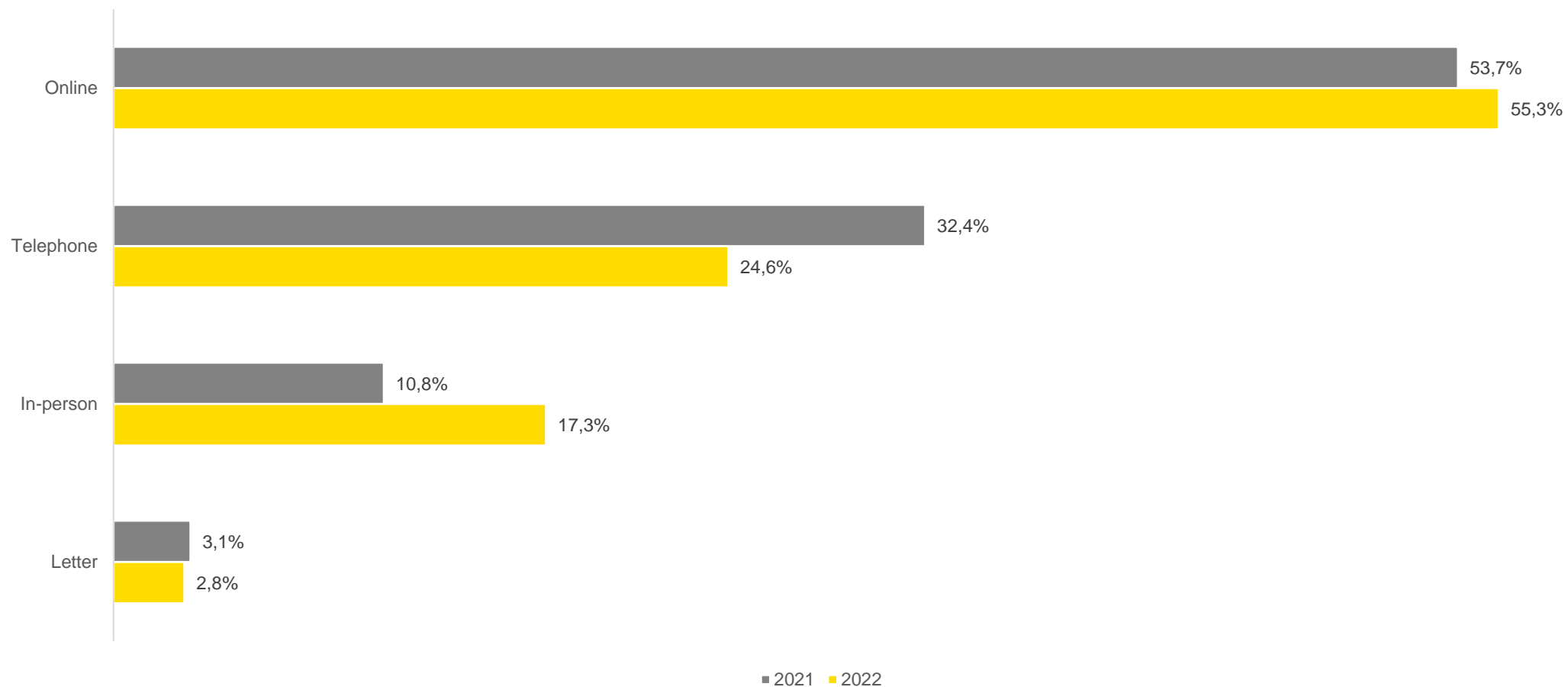
RESPONSE TIME (IN DAYS)



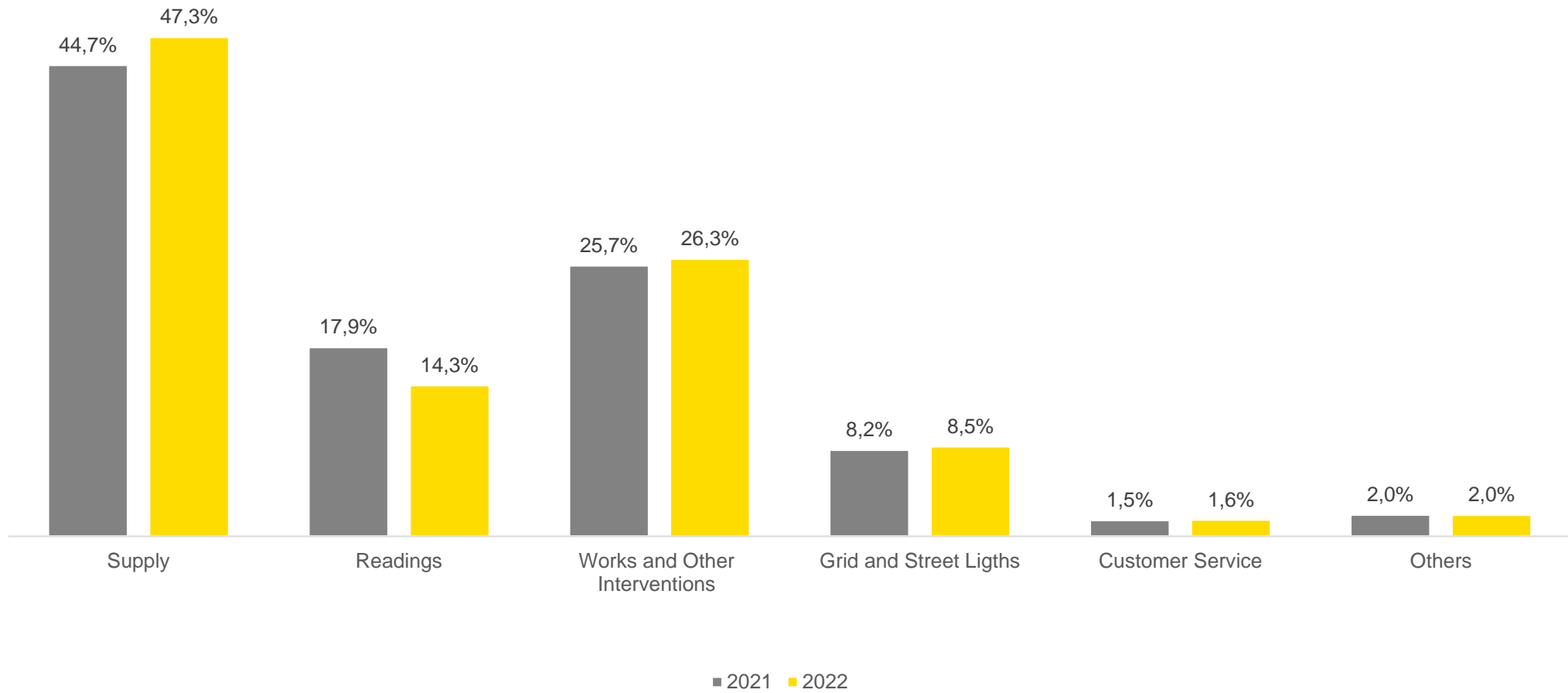
RESPONSE TIME DISTRIBUTION



ONLINE CHANNEL REGISTERS AN INCREASE OF 2PP AGAINST HOMOLOGOUS PERIOD

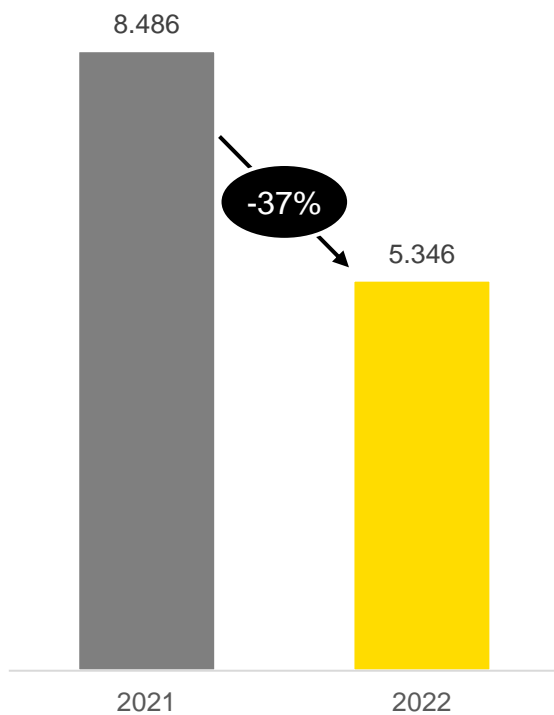


E-REDES COMPLAINTS BY TAXONOMY

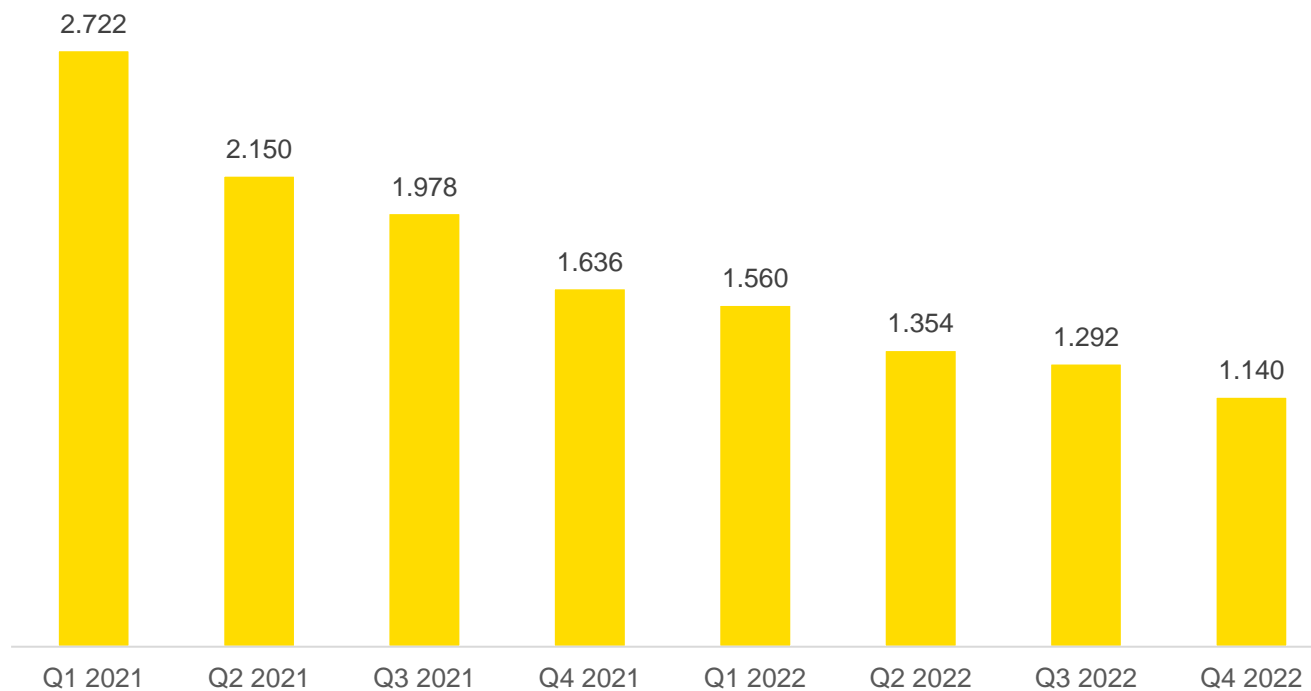


ERSE COMPLAINTS HAVE BEEN DECREASING OVER THE LAST QUARTERS

COMPLAINTS PER YEAR

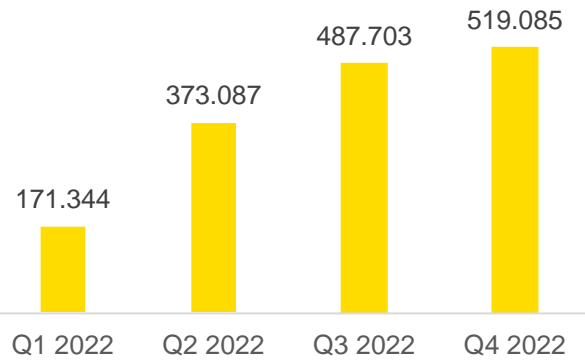


COMPLAINTS PER MONTH

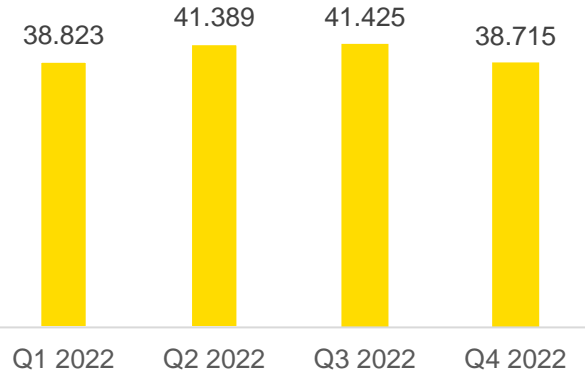


E-REDES DIGITAL PRESENCE

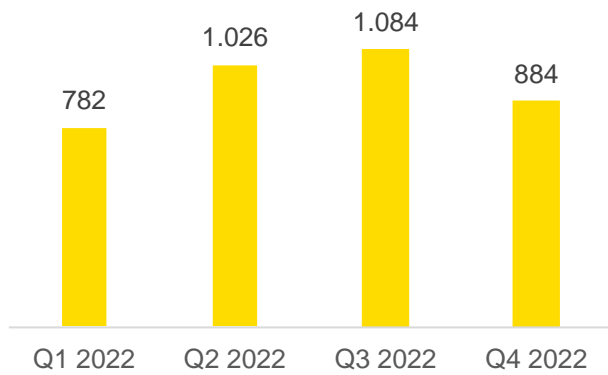
BALCÃO DIGITAL



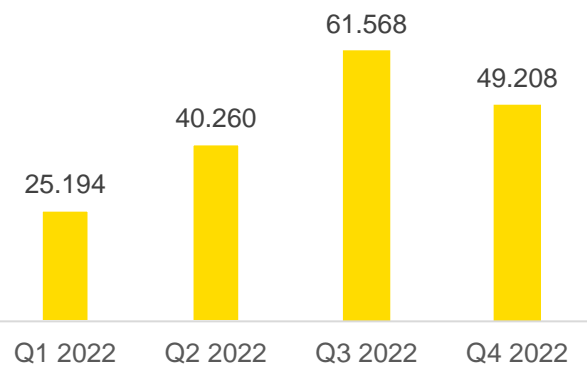
CONTACT US



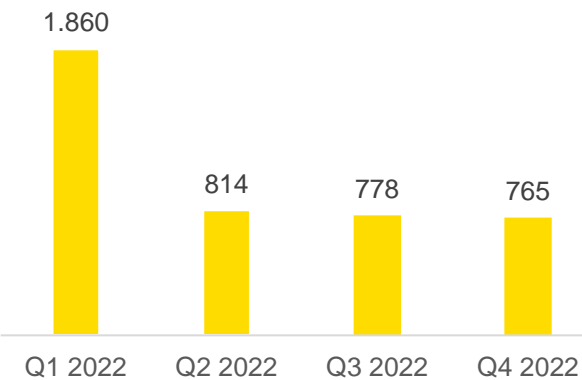
VIDEOCALL



JOBFLOW



GRID CONNECTION SIMULATOR

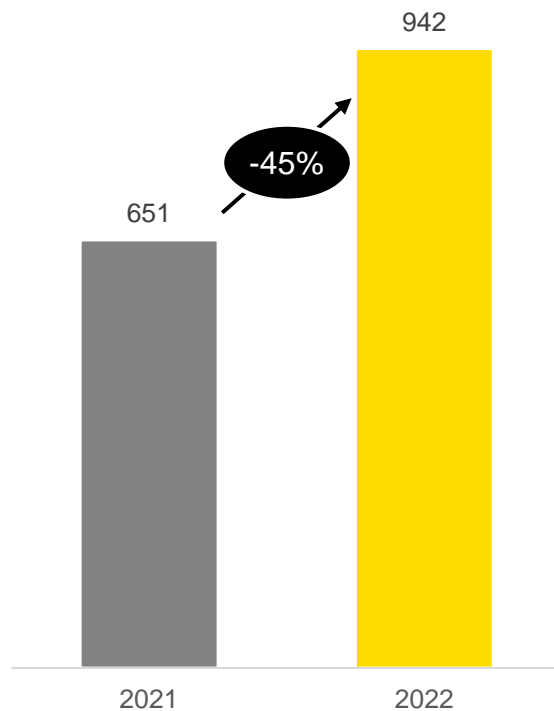


2. CLAIMS TO CUSTOMER'S OMBUDSMAN

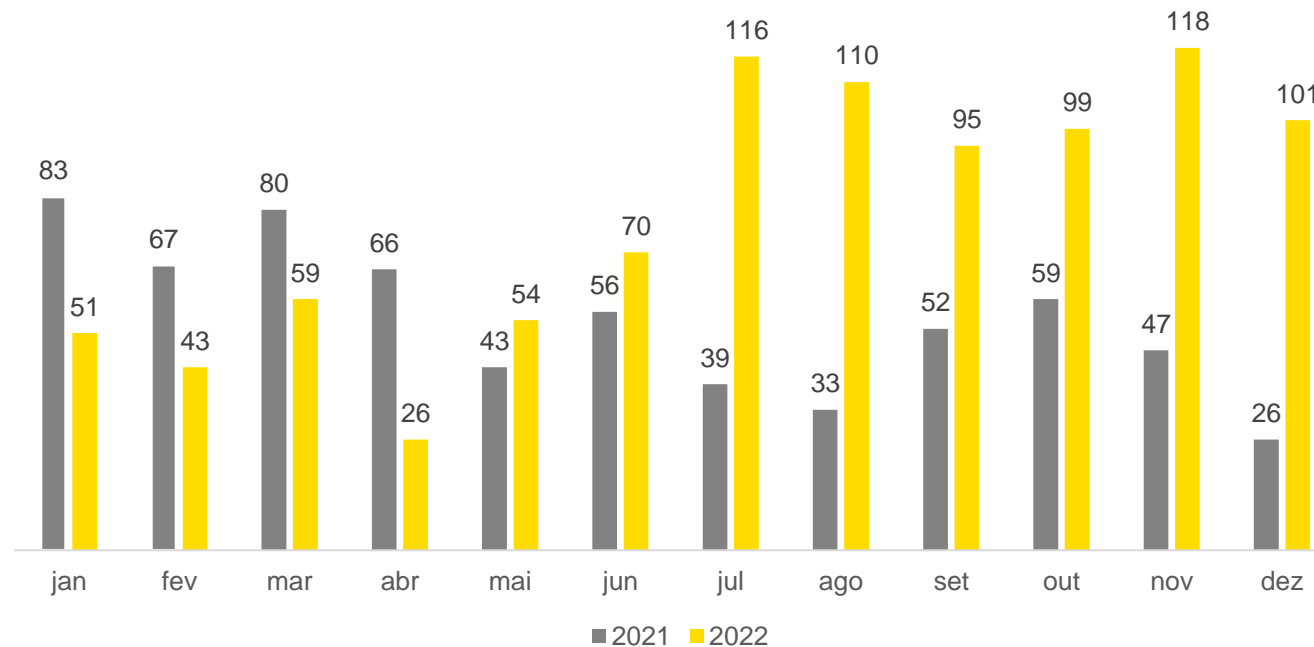
CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED IN 2022

CLAIMS PER YEAR

New paragraph sent to clients when E-REDES answers to unfounded complaints indicates the possibility to contact the Ombudsman, causing an increase of the number of claims

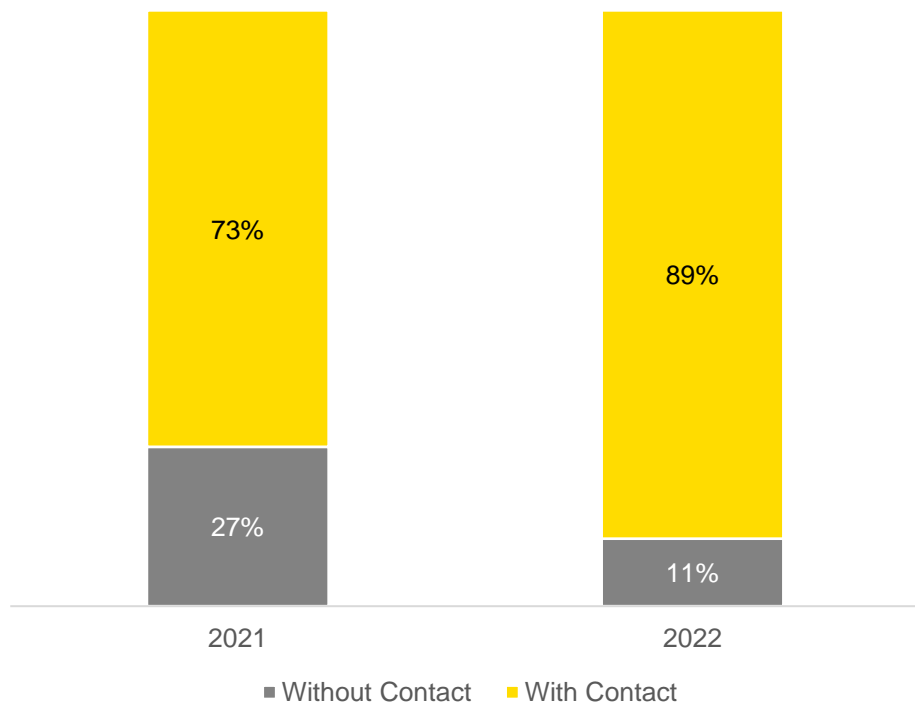


CLAIMS PER MONTH

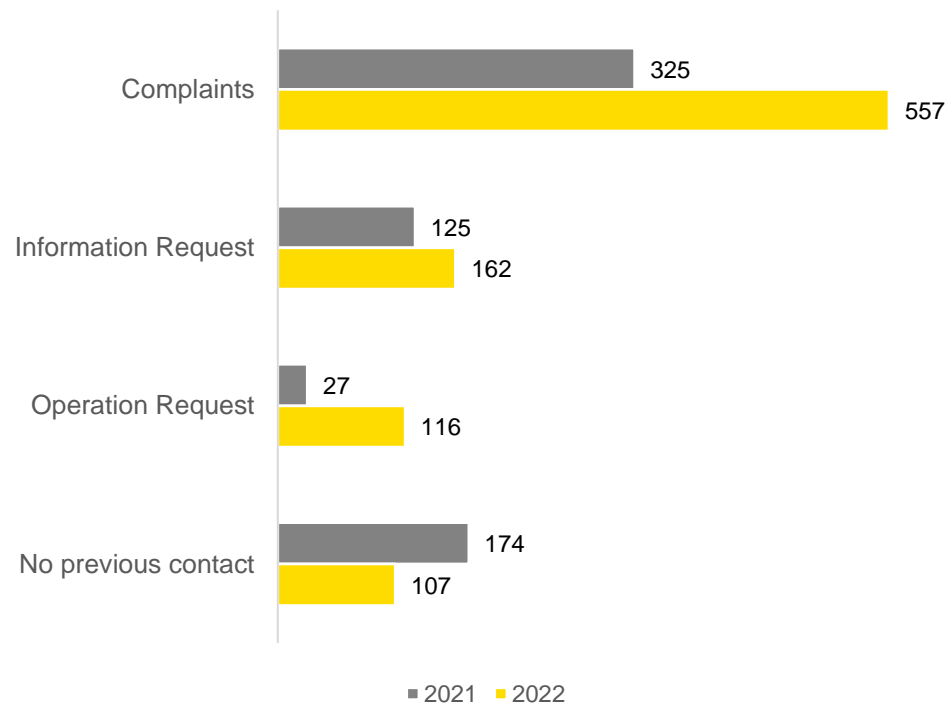


CLAIMS WITHOUT PREVIOUS CONTACT TO E-REDES DECREASED FROM 27% TO 11%

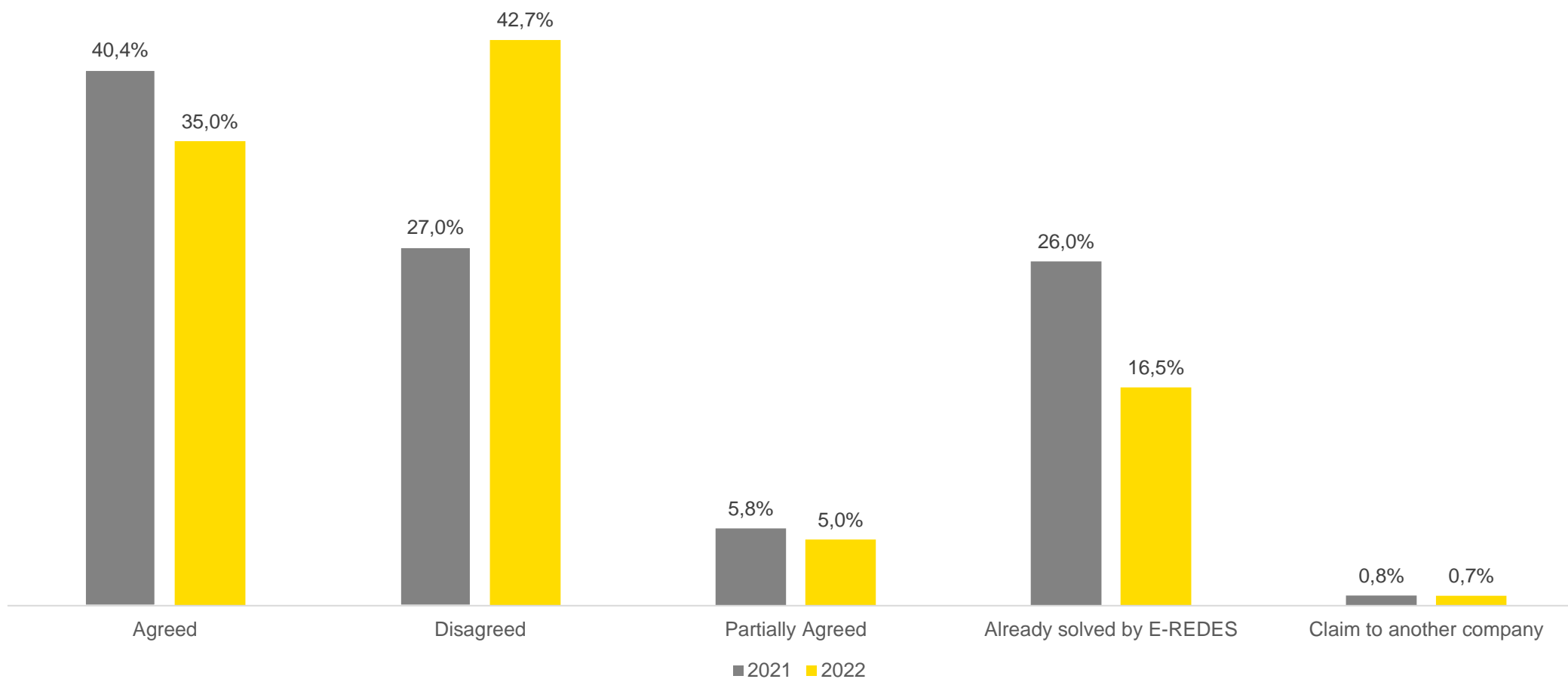
PREVIOUS CONTACT WITH E-REDES



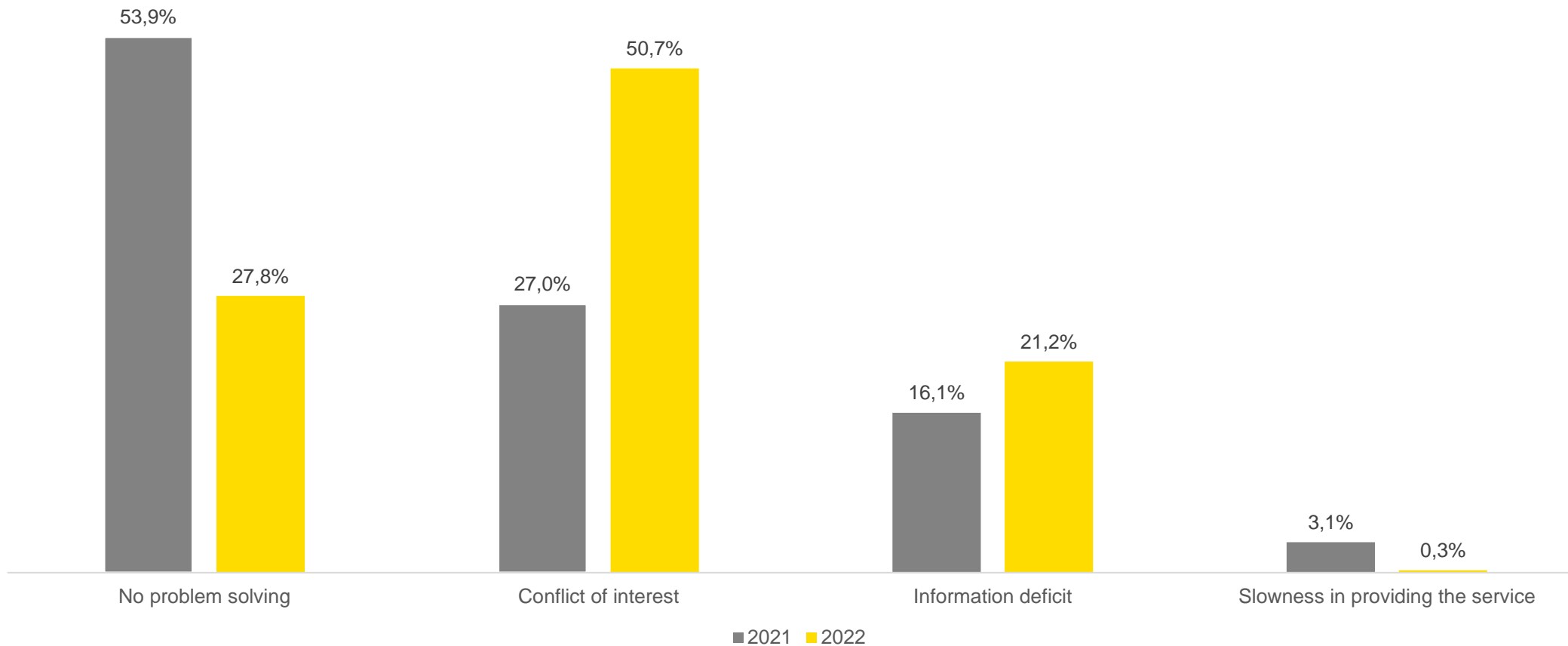
TYPES AND QUANTITIES OF INTERACTIONS WITH E-REDES



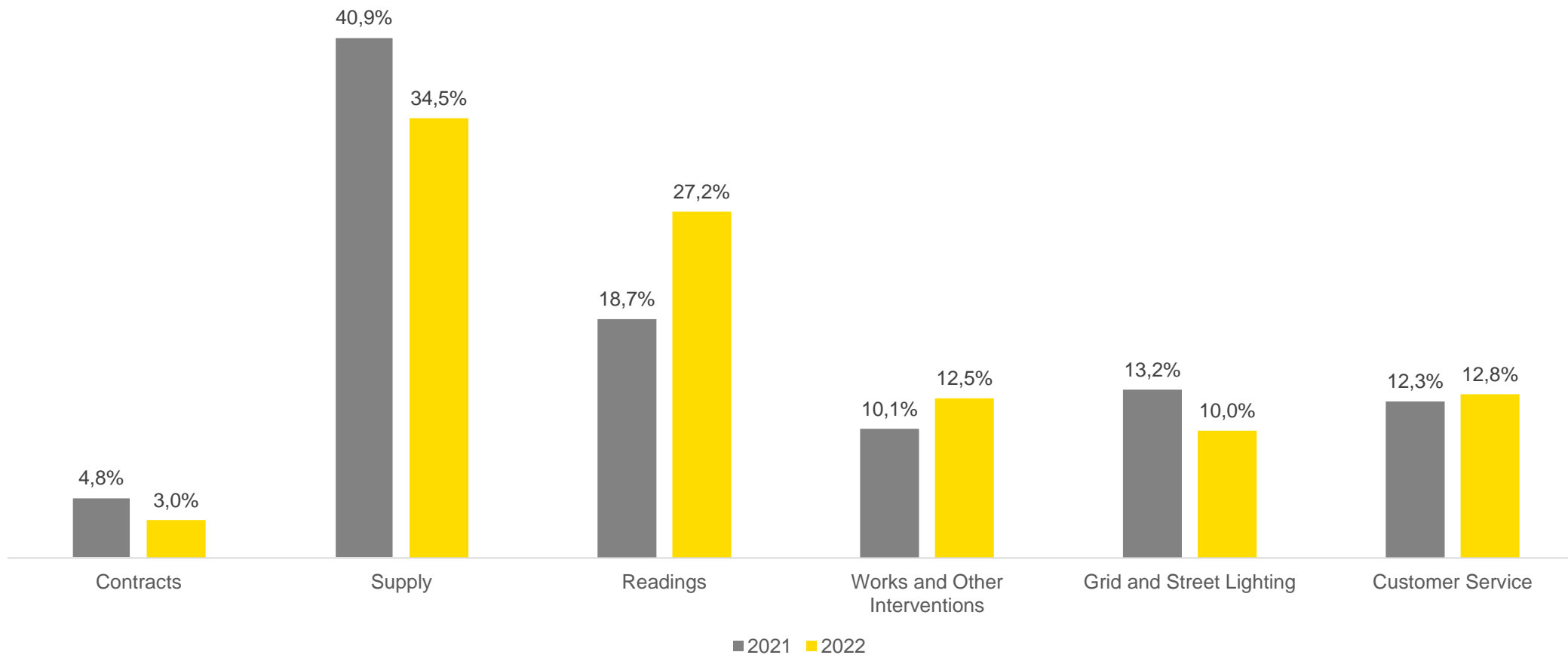
OMBUDSMAN DECISIONS IN AGREEMENT WITH CLIENT CLAIMS DECREASED BY 5PP



CONFLICT WAS THE MOST COMMON CLAIM CAUSE DURING 2022

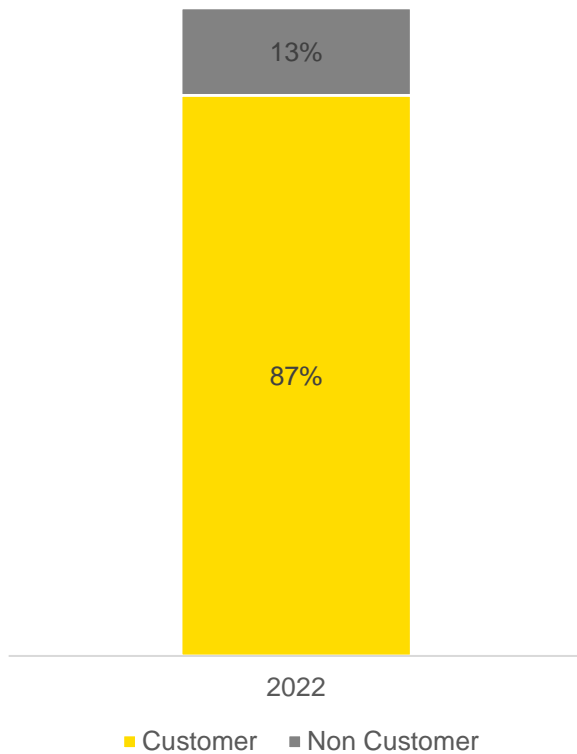


READINGS AND WORK AND OTHER INTERVENTIONS CLAIMS INCREASED DURING 2022

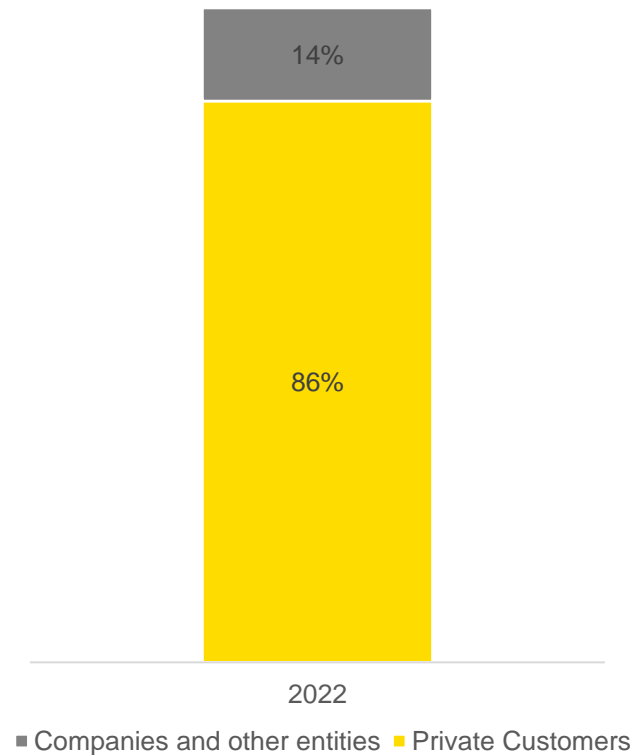


CUSTOMER CHARACTERIZATION

CUSTOMER VS No CUSTOMER

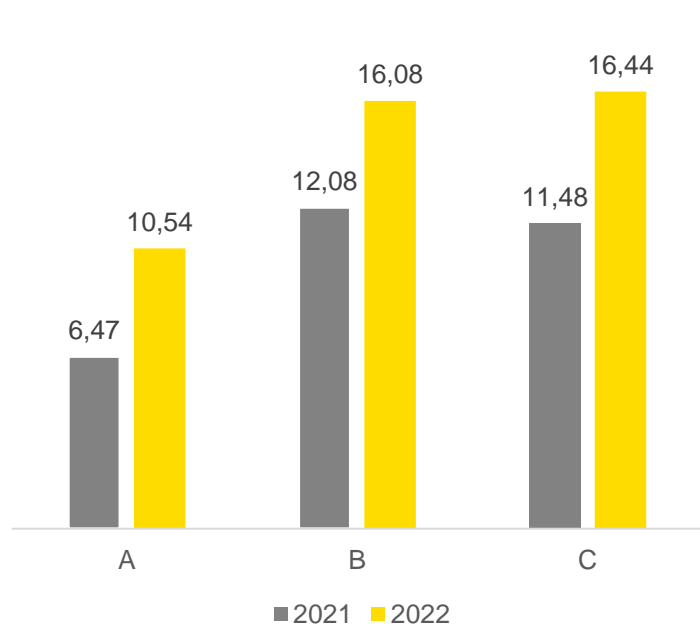


TYPE OF CUSTOMER

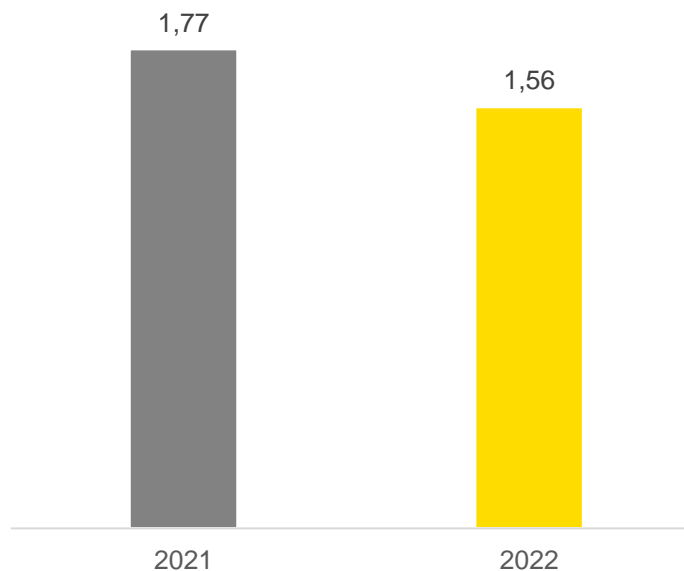


CLAIM CHARACTERIZATION

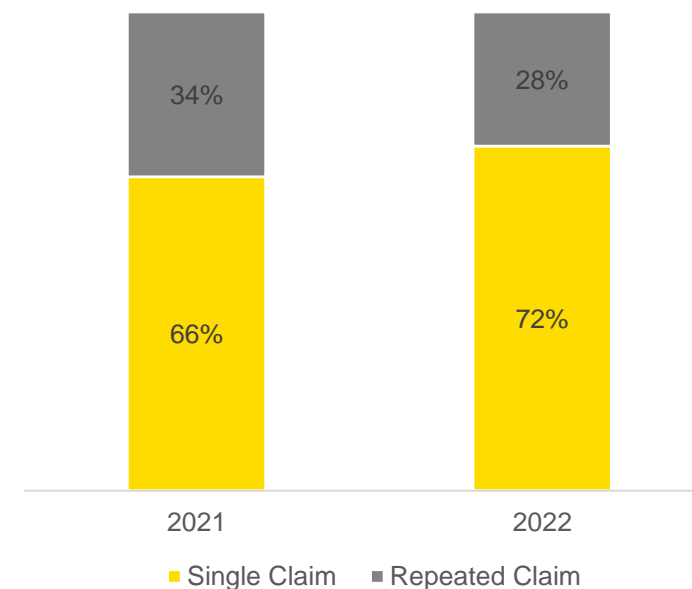
CLAIMS PER 100K CUSTOMERS ACCORDING TO QUALITY ZONES



CLAIMS PER CLIENT IN TERMS OF THE TYPE OF AREA (C VERSUS A)

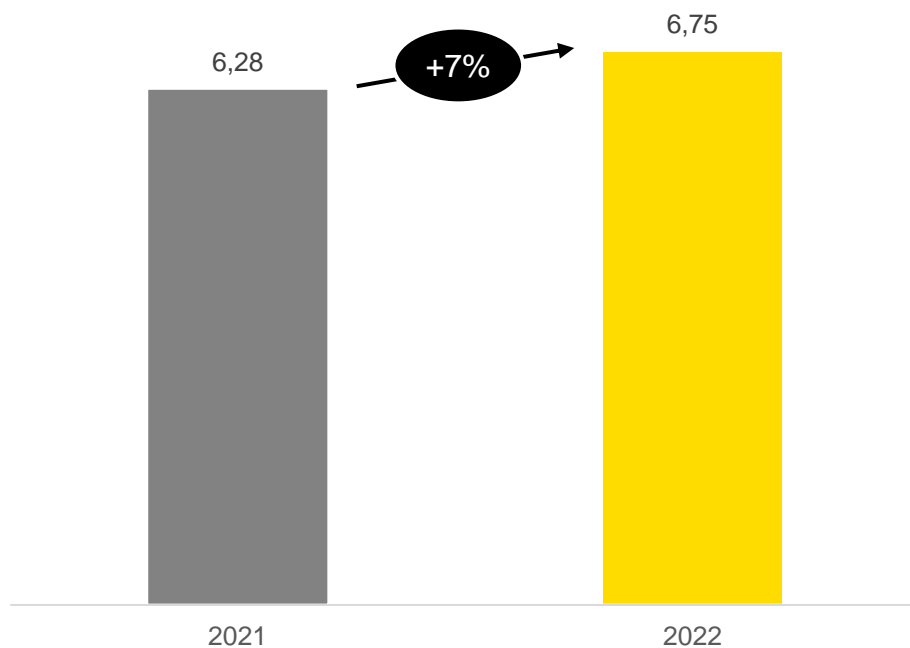


SINGLE CLAIMS

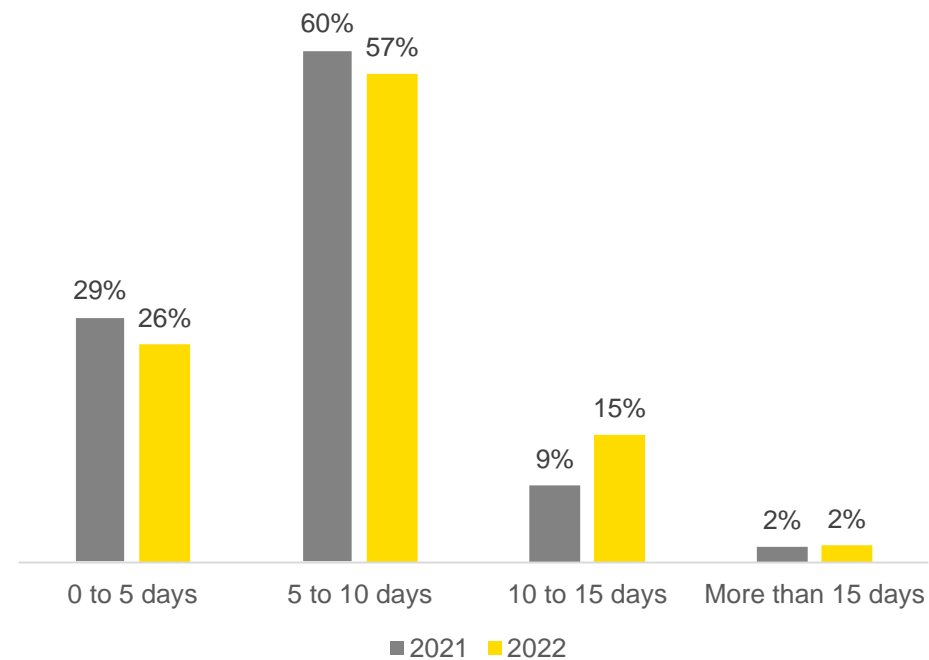


IN AVERAGE, A CLAIM IS ANSWERED IN 6,75 DAYS

RESPONSE TIME (IN DAYS)

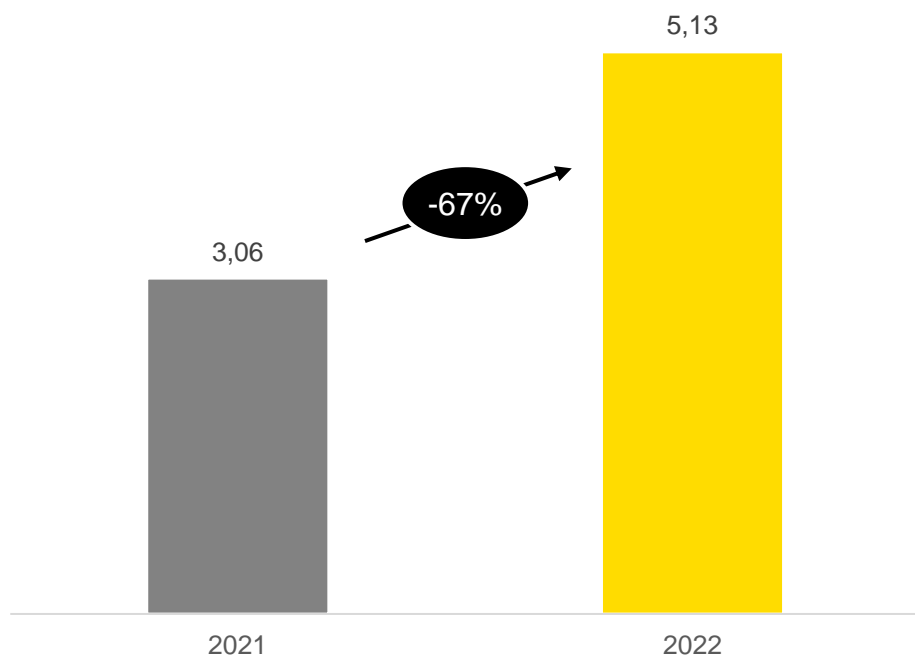


RESPONSE TIME DISTRIBUTION

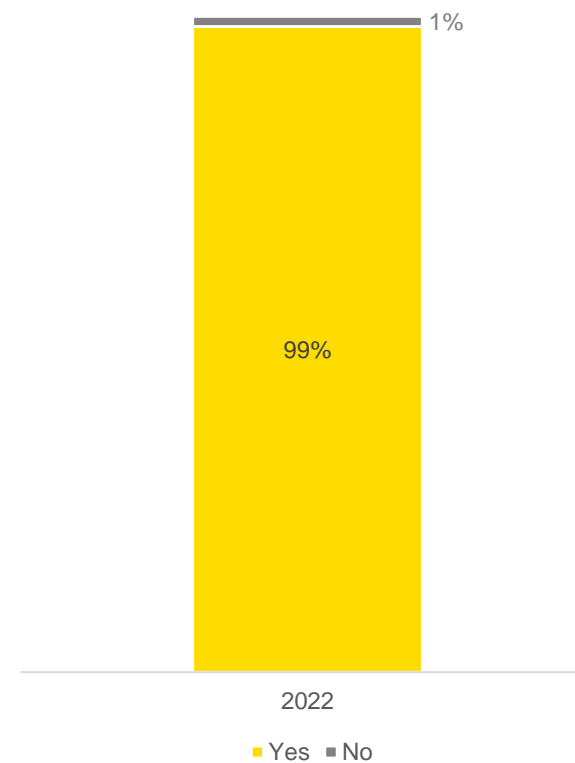


IN AVERAGE, A DECISION IS IMPLEMENTED IN 5,13 DAYS

IMPLEMENTATION TIME (IN DAYS)



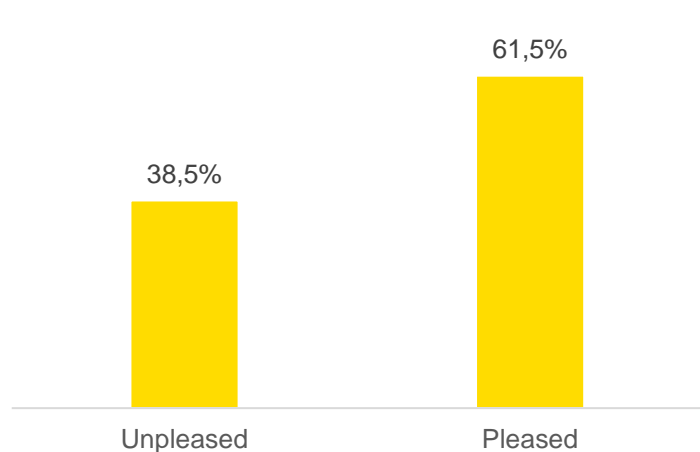
OMBUDSMAN DECISIONS' EXECUTION



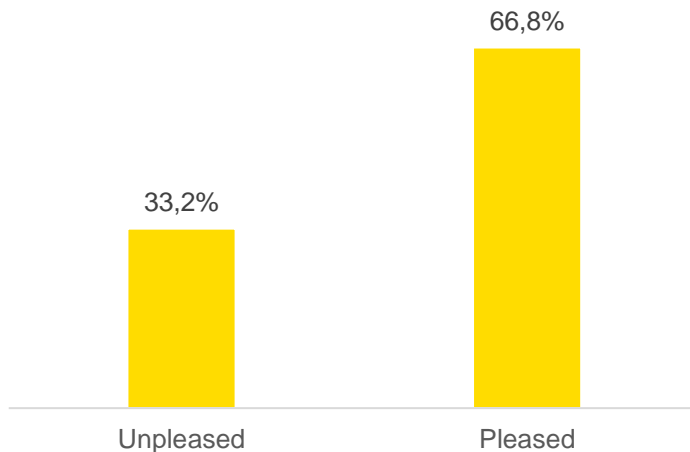
3. OMBUDSMAN'S EVALUATION BY THE CUSTOMERS

CUSTOMERS SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

EASE OF LODGING A CLAIM

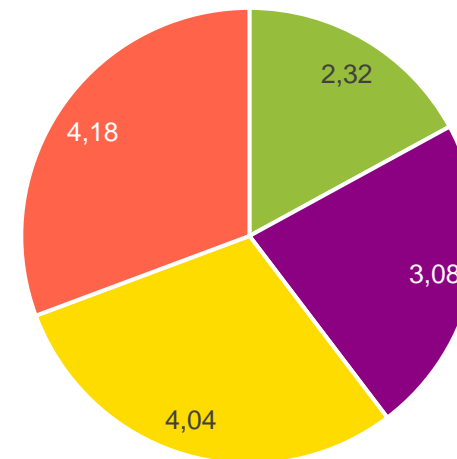


OMBUDSMAN'S RESPONSE TIME



4 PETAL MODEL

Client surveys about the service and which priorities should be considered to improve the management of clients using a 4 classes typology



- Pre-service support information
- Contracting and executing service
- Post- service and problem solving
- Complaints and claims

4. E-REDES CUSTOMER SATISFACTION BAROMETER

BAROMETER RESULTS POINT TO AN INCREASING CUSTOMER SATISFACTION

The Barometer is based on a multiple criteria structure that covers the most important dimensions for the formation of customer satisfaction status, namely with regard to pre-decision customer clarifications, contracting and acquisition of the desired product, after-sales service and, finally, management of claims and complaints. In order to construct these barometer, we proposed the adoption of the Likert model, which consists of adopting a scale from 1 (worst value) to 7 (best value)



Final Comments

- E-REDESs has significantly improved the management of clients during 2022 as it is confirmed by the reduction of complaints and the decrease of their response time
- The initiatives adopted to reduce the flow of complaints sent to ERSE were very successful as it is confirmed by a reduction of 37%
- The digital innovations ("Balcão Digital", Jobflow and Videocall) are progressing well but stagnation should be avoided
- Unfortunately, the delays of sending readings of "autoconsumo" clients is a persistent problem causing an increase of complaints about readings. A fresh approach to overcome this problem is recommended as the continuous attempts to fix it without a new start is failing for more than 3 years
- For the very first time the Customer Satisfaction Barometer was built and estimated allowing a systemic perspective about the ups and downs along time
- The new continuous survey on the 4 petals models sent to clients after receiving the Ombudsman decision confirms the need to give higher priority to post-services and complaints management

